

326/02

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IN THE CLAIMS:

Enter amended claims 52, 57-63, 65-68, 70-75, 77, 78, and 80-85 as follows:

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52. (Twice Amended) A method of providing a directory assistance service, comprising:
maintaining a database including customer identifiers, a customer identifier being associated with a language identifier representing a language preferred by a customer identified by the customer identifier;
receiving a call from a calling customer;
obtaining a customer identifier associated with the call;
determining a language identifier associated with the obtained customer identifier;
connecting the call to a directory assistance provider capable of communicating in a language represented by the determined language identifier;
eliciting a request for information from the calling customer in the language represented by the determined language identifier; and
providing a directory assistance service in response to the request.

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58 ~~58~~ ~~57~~ 57. (Amended) The method of claim 52, wherein the customer identifier associated with the call comprises a telephone number.

59 ~~58~~ ~~58~~ 58. (Amended) The method of claim 57, wherein the telephone number comprises an ANI.

60 ~~60~~ ~~59~~ 59. (Amended) The method of claim 57, wherein the customer identifiers in the database comprise telephone numbers.

61 ~~61~~ ~~60~~ 60. (Amended) The method of claim 52, wherein the directory assistance service

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concl. includes searching for a destination telephone number desired by the calling customer.

62 ~~61~~ (Amended) The method of claim 52, wherein the directory assistance provider comprises an operator.

63 ~~62~~ (Amended) The method of claim 52, further comprising obtaining language identifiers from a telephone service provider associated with customers.

64 ~~63~~ (Amended) The method of claim 52, further comprising associating a customer identifier in the database with a priority code.

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65. (Amended) The method of claim 64, further comprising placing a call from a customer having a customer identifier associated with a first priority code in a queue ahead of a call from a customer having a customer identifier associated with a second priority code.

66. (Amended) The method of claim 64, further comprising placing a call from a first customer having a customer identifier associated with a first priority code in a first call queue and placing a call from a second customer having a customer identifier associated with a second priority code in a second call queue.

67. (Amended) The method of claim 52, further comprising providing a greeting personalized to a customer having a customer identifier.

68. (Amended) The method of claim 52, further comprising providing a closing personalized to a customer having a customer identifier.

24 70. (Amended) The method of claim 52, further comprising identifying a set of directory assistance options based on a customer identifier.

71. (Amended) A system for providing directory assistance services, comprising:
a switch for receiving a call from a customer, a customer identifier associated with the customer being derived from signals in the call;
a server for determining a language identifier associated with the customer identifier, the language identifier representing a language; and
a router for routing the call to a directory assistance provider that provides directory assistance in the language represented by the language identifier.

72. (Amended) The system of claim 71, wherein the customer identifier comprises a telephone number.

73. (Amended) The system of claim 72, wherein the signals contain an ANI corresponding to the telephone number.

74. (Amended) The system of claim 71, wherein the directory assistance comprises eliciting a request for information from the customer.

75. (Amended) The system of claim 71, wherein the directory assistance provider comprises an operator.

25 77. (Amended) The system of claim 71, wherein the customer is associated with a telephone service provider, and wherein the language identifier is obtained from the telephone service provider.

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78. (Amended) The system of claim 71, wherein the customer identifier is further associated with a priority code.

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80. (Amended) The system of claim 79, wherein the call is placed in a call queue ahead of a call from another customer having a customer identifier associated with a second priority code.

81. (Amended) The system of claim 79, wherein the call is placed in a selected one of the call queues based on the priority code.

82. (Amended) The system of claim 71, further comprising a voice server providing a greeting personalized to the customer based on the customer identifier.

83. (Amended) The system of claim 71, further comprising a voice server providing a closing personalized to the customer based on the customer identifier.

84. (Amended) The system of claim 71, further comprising a voice server providing a menu of directory assistance options personalized to the customer based on the customer identifier.

85. (Amended) The system of claim 71, wherein the customer identifier is associated with a set of directory assistance options.

Cancel claims 76, and ~~86-93~~ 87-94

95-101
Add claims ~~94~~ 95-106 as follows:

C7 95 94. (New) A method for use in a system for providing directory assistance services, comprising:

receiving a call from a customer;

deriving a customer identifier associated with the customer from signals in the call;

determining a language identifier associated with the customer identifier, the language identifier representing a language; and

routing the call to a directory assistance provider that provides directory assistance in the language represented by the language identifier.

96 95 95. (New) The method of claim 94, wherein the customer identifier comprises a telephone number.

97 96 96. (New) The method of claim 95, wherein the signals contain an ANI corresponding to the telephone number.

98 95 97. (New) The method of claim 94, wherein the directory assistance comprises eliciting a request for information from the customer.

99 95 98. (New) The method of claim 94, wherein the directory assistance provider comprises an operator.

100 95 99. (New) The method of claim 94, wherein the customer is associated with a telephone service provider, and wherein the language identifier is obtained from the telephone service provider.

101 95
100. (New) The method of claim 94, wherein the customer identifier is further associated with a priority code.

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102 101
101. (New) The method of claim 100, wherein the call is placed in a call queue ahead of a call from another customer having a customer identifier associated with a second priority code.

103 101
102. (New) The method of claim 100, further comprising a plurality of call queues, wherein the call is placed in a selected one of the call queues based on the priority code.

104 95
103. (New) The method of claim 94, further comprising providing a greeting personalized to the customer based on the customer identifier.

105 95
104. (New) The method of claim 94, further comprising providing a closing personalized to the customer based on the customer identifier.

106 95
105. (New) The method of claim 94, further comprising providing a menu of directory assistance options personalized to the customer based on the customer identifier.

107 95
106. (New) The method of claim 94, wherein the customer identifier is associated with a set of directory assistance options.